



# COMMONWEALTH OF KENTUCKY JOB CLASS SPECIFICATION

## SYSTEMS SUPPORT TECHNICIAN II

Job Number: 20001504

Job Code: 73110V000101

Job Group: 7300 - INFORMATION MANAGEMENT SYSTEMS

Job Established: 07/01/1993

Job Revised: 02/24/2006

Grade: 11 Salary (MIN - MID):

\$13,581-\$17,990 - Hourly

\$2,206.92-\$2,923.38 - 37.5 Hr. Monthly Salary

\$2,354.04-\$3,118.28 - 40 Hr. Monthly Salary

Special Entrance Rate:

NONE

NONE

NONE

### **PROBATIONARY PERIOD:**

This job has an initial and promotional probationary period of 6 months. For additional information refer to: <http://www.lrc.ky.gov/kar/101/001/325.htm>.

**CHARACTERISTICS OF THE JOB:** *Characteristics of a job are general statements indicating the level of responsibility and discretion of positions in that job classification. These are not intended to be an exhaustive list.*

Under direct supervision, manages agency hardware, systems software and provides applications support for desktop or departmental computer systems, including maintenance of data dictionaries, software installations and upgrades, data conversions and change control functions. Provides technical support for implementation of the data security plan, including back up and recovery of databases, management of off site storage, contingency planning and definition of user access profiles. Serves as local area network (LAN) or departmental system administrator; and performs other duties as required.

### **MINIMUM REQUIREMENTS:**

#### **EDUCATION:**

Graduate of a college or university with a bachelor's degree.

#### **EXPERIENCE:**

Must have one year of systems support experience.

#### **Substitute EDUCATION for EXPERIENCE:**

Related technical or vocational training will substitute for the bachelor's degree requirement on a year for year basis. A master's degree in computer science will substitute for the experience requirement.

#### **Substitute EXPERIENCE for EDUCATION:**

Experience in computer programming, network services, systems support or production support will substitute for the bachelor's degree requirement on a year for year basis.

#### **SPECIAL REQUIREMENTS (AGE, LICENSURE, REGULATION, ETC.):**

NONE

**EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE JOB CLASSIFICATION:** *Examples of duties or responsibilities are not to be construed as describing what the duties or responsibilities of any position shall be and are not to be construed as limiting the appointing authority's ability to assign, or otherwise alter the duties and responsibilities of a position. This is not intended to be an exhaustive list.*

Writes routines for system critical procedures, such as system start up, shut down, back up and recovery of databases. Installs and maintains equipment and software such as operating systems, workstations, control systems, proprietary software packages, networking equipment and software, query languages, information dissemination tools, electronic mail and data base management software. Interviews users to determine network service requirements. Interviews users and agency records officers to define security requirements of systems under development or modification. Participates in analysis of agency facility management and production support activities to determine security needs. Prepares portions of agency data security plan and assists with definition of user access profiles. Performs simple configuration generations, workstation set ups and establishes node or network address definitions. Installs and maintains servers on local area networks. Coordinates system and LAN changes with users or with change control function. Notifies supervisor of hardware or software problems, or of scheduled maintenance which will result in loss of service to users. Writes technical documentation and user manuals. Receives problem reports directly from users or from help desk function and resolves or refers to appropriate personnel. Provides direct technical assistance to users of systems software, hardware and applications.

**UNIQUE PHYSICAL REQUIREMENTS:**

**TYPICAL WORKING CONDITIONS:** *Incumbents in the job will typically perform their job duties under these conditions.*

Incumbents working in this job title typically perform duties in an office setting.

**ADDITIONAL REQUIREMENTS:**

Upon appointment, employees in this class may be required to maintain a valid driver's license and required to drive a licensed vehicle. This status may be necessary for the length of time in this class. If this is necessary it will be listed in the specific position description for that position. Applicants and employees in this job title may be required to submit to a drug screening test and background check. Applicants and employees in positions which perform job duties that may require contact with offenders in the custody or supervision of the Department of Corrections or with youth in the care, custody, or supervision of the Department of Juvenile Justice must meet qualifications pursuant to the federal Prison Rape Elimination Act, 28 C.F.R.115.17 and 115.317.

*THE COMMONWEALTH OF KENTUCKY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, SEXUAL ORIENTATION OR GENDER IDENTITY, ANCESTRY, AGE, DISABILITY, POLITICAL AFFILIATION, GENETIC INFORMATION OR VETERAN STATUS IN ACCORDANCE WITH STATE AND FEDERAL LAWS.*